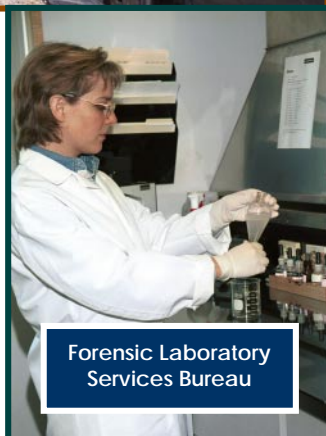
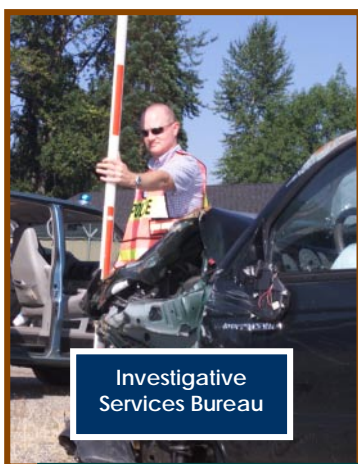


WASHINGTON STATE PATROL

QUARTERLY REPORT FOR AGENCY BUREAUS

JULY – SEPTEMBER 2002



For questions reference this document, please contact:

Captain Glenn Cramer
Government and Media Relations
(360) 753-5299 – office
(360) 753-5469 – fax
<http://www.wa.gov/wsp/wsphome.htm>

Message from the Chief



Chief Ronal W. Serpas

It has been an honor to serve as the Chief of the Washington State Patrol since July 2001. During this time in office, I have had the pleasure of working for one of the finest law enforcement agencies in the nation. The men and women of the Washington State Patrol are unmatched in their devotion to providing professional and high quality services to our visitors and the citizens of Washington State.

Enclosed is the Washington State Patrol's *July-September 2002 Quarterly Report*. This information outlines activity relating to significant Washington State Patrol projects and accomplishments, broken down by appropriate agency bureau. The report begins with an introduction of each bureau director and bureau responsibilities, followed by project information and qualitative or quantitative measurement pertaining to each project or accomplishment.

As you will see, Washington State Patrol managers and employees are working together to make a difference by improving the quality of life for you, your family, friends, and our children. The **Management Services Bureau** effectively manages the fiscal and human resources of the agency and continues to be good stewards of these responsibilities for the citizens of Washington State. The **Field Operations Bureau** has established a core mission that focuses on traffic safety problems most detrimental to our safety, including occupant restraints, aggressive driving and speeding, and DUI's. The **Investigative Services Bureau's** Commercial Vehicle Division has strived to reduce the number of injuries and fatalities in commercial vehicles and school buses to ensure the safety of our children and the motoring public. The **Technical Services Bureau's** report outlines their employees' commitment to improve communications processes in the agency by utilizing a self-challenge technique that resulted in a project being completed under budget and well ahead of time. The **Fire Protection Bureau** continuously works to improve their inspection services to ensure the safety of our loved ones in health care facilities. The **Forensic Laboratory Services Bureau** has adopted methods to more effectively deal with the backlog of drug evidence to improve services to the criminal justice community.

These successes can only be attributed to the high caliber of our employees, whose dedication must be recognized. They are focused on a defined mission of public safety. Washingtonians deserve the best we have, and we will continue to dedicate our resources to promote public safety. I encourage you to address questions or comments relating to this report to questions@wsp.wa.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read 'R. Serpas', written in a cursive style.

CHIEF RONAL W. SERPAS

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**Diane C. Perry
Bureau Director
Management Services Bureau**



The Management Services Bureau is responsible for management of all agency financial activities; preparation, justification, and allotment of the department's operating and capital budgets; fiscal notes on proposed legislation; human resource services to Washington State Patrol employees, the agency, and the public; comprehensive facilities management; performance of agency studies, research, revisions to manuals, performance measures, and regulation development; purchasing and management of supplies; and management of the fleet of Washington State Patrol pursuit and other vehicles.

PROGRAM DESCRIPTION

In September, the Washington State Patrol submitted its 2003-2005 budget request on time to the Governor's Office of Financial Management (OFM). The budget submittal was the culmination of a six-month process involving staff from every division in every bureau. Maintenance Level budget requests totaling \$3.1 million were included to seek additional funding for increases in current obligations, such as rent, utilities, and basic equipment replacement. Twelve Policy Level decision packages (new funding to enhance services) were requested with a total cost of \$38,020,000.

These proposals do not include all the items we need or would like to pursue, but they represent difficult choices we had to make to maintain or improve the services we provide to Washington State citizens.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

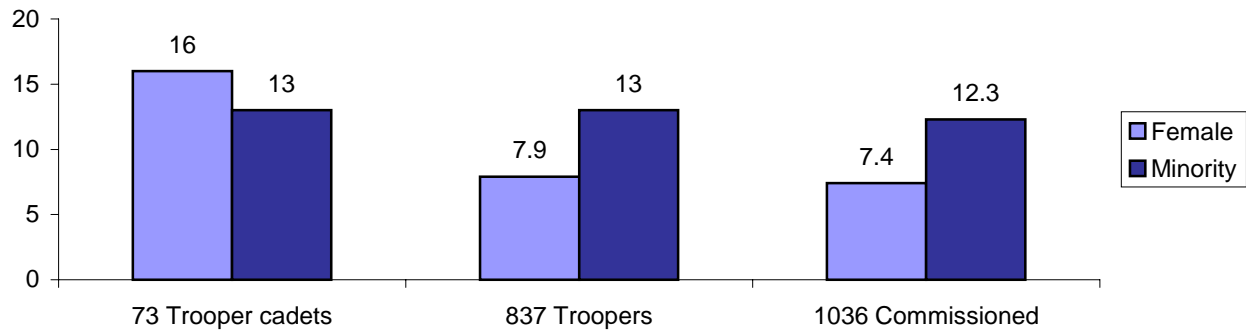
Law enforcement agencies nationwide have expressed difficulties in recruiting and hiring enough qualified individuals for officer positions—especially females and minorities. This common theme was indicated recently both by the Police Executive Research Forum and in a national conference of state patrol agencies.

Chief Ronal Serpas has stated that one of the Washington State Patrol's goals is to recruit a diverse workforce. By looking at recent hires, we can see where the Washington State Patrol is headed regarding diversity. While 12.3% of all officers are minority, 13.1% of recently hired (1998-2002) officers are minority. Females show a larger increase: 7.4% of all officers are female; 15.5% of recent hires are female.

The Washington State Patrol selection and hiring process is thorough and rigorous. Only 9% of applicants who test are hired. Despite the fact, police agencies have not traditionally been strong employers of females and minorities; the Washington State Patrol selection rate for females and minorities is the same as for males and Caucasians.

MANAGEMENT SERVICES BUREAU
(CONTINUED)

**Percentage of female and minority by employee classification
September 30, 2002**



SIGNIFICANT ACCOMPLISHMENTS

Several grant proposals were developed and submitted during this quarter:

- A \$2,400 grant award from the Massena foundation sent two troopers to the National Black State Trooper's Conference for recruiting purposes.
- A grant proposal was submitted to the U.S. Department of Justice for \$250,000 to buy 40 in-car video cameras, and we received verbal notification that it will be approved.
- Two grant proposals were submitted to the National Institute of Justice—one for \$220,000 and one for \$650,000—to purchase equipment for the state crime laboratories.

Lowell M. Porter
Deputy Chief
Field Operations Bureau



The Field Operations Bureau is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 17,524 miles of state and interstate highways. The bureau is comprised of eight districts, the Special Operations Division, Aviation Section, Canine Unit, Explosives Unit, Honor Guard, and Vessel and Terminal Security.

PROGRAM DESCRIPTION

The Field Operations Bureau has defined its core mission as addressing *DUI*, *Speed*, *Aggressive Driving*, and *Occupant Protection* (those violations that cause the most collisions and/or injuries). By focusing our efforts on these “core mission” areas, we have realized significant increases in each of these focus areas.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

The first table below reflects the results of our year-to-date efforts in 2002 compared to the same time period in 2001. The second table reflects the results of our efforts during the 3rd Quarter 2002, compared to the 3rd Quarter 2001 (DUI numbers are arrests; the other categories are total contacts):

	Jan 2001 – Sep 2001	Jan 2002 – Sep 2002	Percent Change
DUI	10,089	12,876	28%
Speed	289,289	380,778	32%
Aggressive Driving	12,847	21,768	69%
Occupant Protection	43,783	69,667	59%

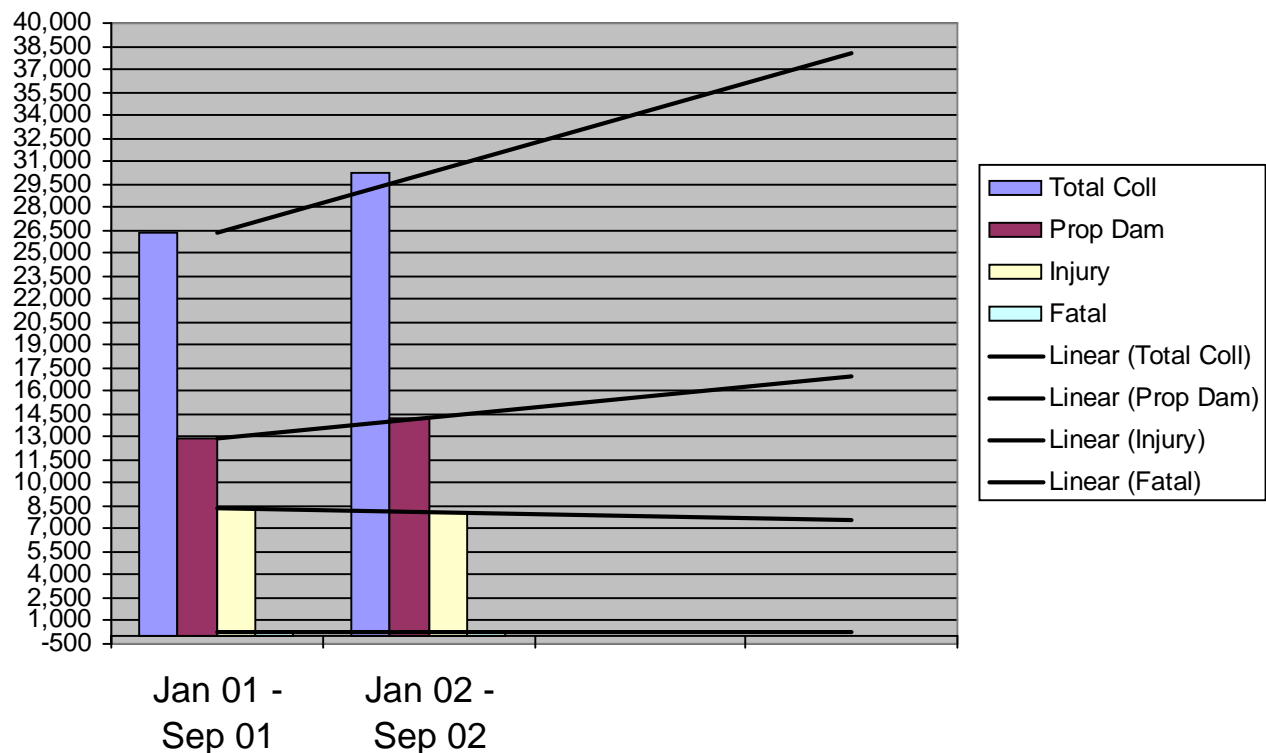
	3rd Quarter 2001	3rd Quarter 2002	Percent Change
DUI	3,487	4,775	37%
Speed	98,418	126,954	29%
Aggressive Driving	4,673	8,186	75%
Occupant Protection	14,299	27,105	90%

The desired outcome of our enforcement efforts is to improve public safety. Collisions during the first nine months of 2002 compared to the same time period in 2001 increased by 6%; however, fatality collisions reduced by 1% and injury collisions reduced by 3%.

	Jan 2001 – Sep 2001	Jan 2002 – Sep 2002	Percent Change
Total Collisions	26,275	27,777	6%
Fatal Collisions	245	242	-1%
Injury Collisions	8,306	8,070	-3%
Property Damage	12,918	14,273	10%

	3rd Quarter 2001	3rd Quarter 2002	Percent Change
Total Collisions	8,651	9,894	14%
Fatal Collisions	93	107	15%
Injury Collisions	2,786	2,746	-1%
Property Damage	4,407	4,725	7%

FIELD OPERATIONS BUREAU (CONTINUED)



SIGNIFICANT ACCOMPLISHMENTS

The decreases in fatality and injury collisions were made possible, in part, by our most significant accomplishment of the quarter—increased statewide seat belt compliance rate from 83% to 92.6%. According to the Washington Traffic Safety Commission (WTSC), the state of Washington now has the “highest” voluntary seat belt compliance rate in the country.

Our increased enforcement and education efforts—combined with our partnerships with WTSC, Department of Transportation (DOT), local law enforcement agencies, and other stakeholders—allowed us to achieve our objectives of having the “highest” seat belt compliance rate in the country. This achievement is projected to save 30 lives annually, according to WTSC.

This accomplishment is especially noteworthy when one considers the following national statistics for 2001:

- Seat belt use prevented 11,900 fatalities
- Seat belt use prevented 325,000 serious injuries
- Seat belt use caused a savings of \$50 billion in medical care, lost productivity, and other injury-related costs
- Failure to wear seat belts led to 143,000 avoidable injuries
- Failure to wear seat belts led to 9,200 avoidable fatalities

Source: *National Highway Traffic Safety Administration and Washington Traffic Safety Commission.*

**Maurice C. King
Deputy Chief
Technical Services Bureau**



The Technical Services Bureau provides many diverse services to the entire department, other law enforcement and government agencies, and members of the general public. These services include information technology, employee training and development, emergency communications, and criminal history.

PROGRAM DESCRIPTION

ELECTRONIC SERVICES DIVISION

In September of 2002, the Electronic Services Division completed the statewide data network upgrade of all Washington State Patrol detachment offices. Data circuits were upgraded by a factor of approximately 24 times. Prior to the upgrade, daily tasks using the network were time-intensive or not possible due to the slow network speed.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

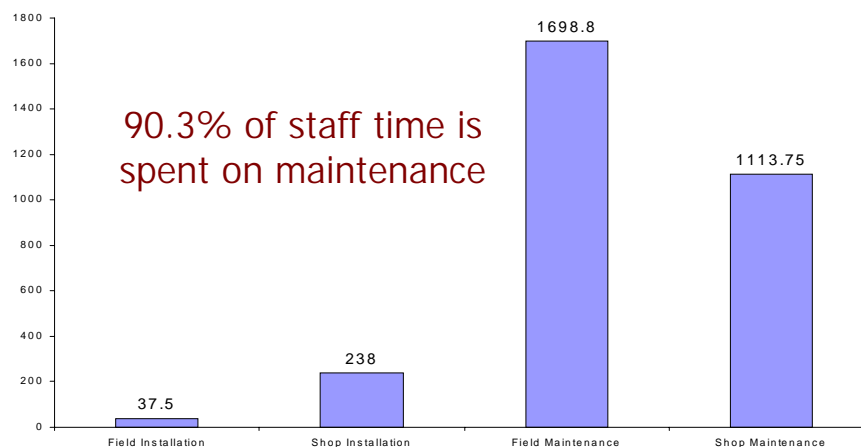
Reports were immediately received from upgraded offices of the vast improvement in computer network performance. Daily tasks that previously took several minutes are now completed in seconds.

SIGNIFICANT ACCOMPLISHMENTS

The network upgrade project was completed under budget and three months ahead of schedule. A small group of Electronic Services Division employees challenged themselves to complete the project in half the time of the original estimate. The project was completed in half the original time estimate.

Several new projects not feasible prior to the completion of the network upgrade project are now moving forward, capitalizing on the increased network capacity to the remote offices. These new projects will allow employees to become more efficient and productive in their support of the agency's mission.

Maintenance vs. Project



**Steven T. Jewell
Deputy Chief
Investigative Services Bureau**



The Investigative Services Bureau consists of five divisions that provide various public services, including the investigation of computer crimes, missing children, narcotics, dismantling of clandestine labs, and the gathering of criminal intelligence; public records and records retention; inspection of commercial vehicles and school buses; and fatality and criminal investigations.

PROGRAM DESCRIPTION

COMMERCIAL VEHICLE DIVISION

The Washington State Patrol's Commercial Vehicle Division (CVD) is primarily dedicated to the enforcement of laws relating to commercial motor vehicles. The division also has responsibility for the school bus inspection program, regulation of the towing industry, and oversight of equipment and standards for vehicles. The division is made up of Commercial Vehicle Enforcement Officers (CVEOs), Commercial Vehicle Officers (CVOs), troopers, and professional support staff.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

One of the core functions of CVD officers is to conduct Commercial Vehicle Safety Alliance inspections on commercial vehicles, looking for equipment and driver violations that would endanger the motoring public. Commercial vehicle inspections are up 57% over this time last year, with 84,198 vehicles having been inspected through September. The out-of-service percentage for vehicles in Washington is 16%, compared to the national average of 23%. Washington's driver out-of-service percentage is 6%, compared to the national average of 8%. This indicates Washington has a safer fleet and drivers, thus making our state's highways safer.

Hours spent weighing trucks are up 21% year to date, with a 34% increase in enforcement of overweight violations.

Washington's school bus out-of-service percentage is currently at 3.79%, a .87% reduction over last year, and is well below the national average of 14%. Washington's school bus fleet is extremely well maintained, as evidenced by the fact there has not been an equipment-caused school bus collision in over two years.

Since July 1, 2002, officers have focused on four core moving violations by commercial vehicles, speeding, following too close, aggressive driving, and left lane violations. As of July, officers have contacted 7,356 trucks for speeding (a 66% increase); 546 for following too close (a 43% increase); 314 for aggressive driving (a 154% increase); and 264 for left lane violations.

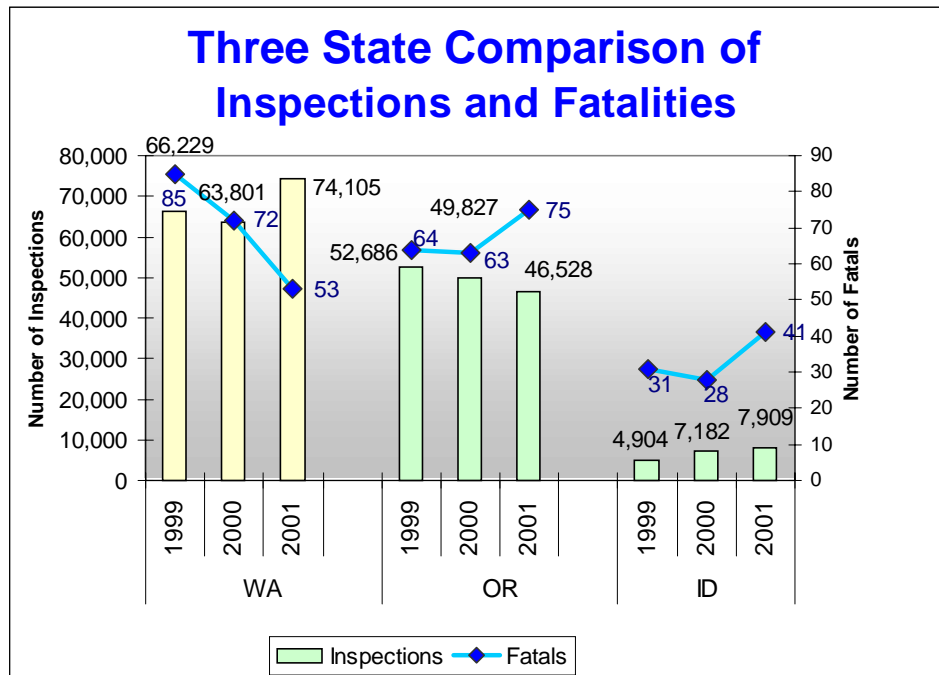
In the last year, total contacts are up 19%, violations are up 19%, and total arrests are up 15%.

SIGNIFICANT ACCOMPLISHMENTS

There have been 24 fatalities involving commercial vehicles year to date, down 43% from last year. CVD recently compared our fatalities per 100 million commercial vehicle miles traveled

INVESTIGATIVE SERVICES BUREAU
(CONTINUED)

(CVMT) to our border states and the nation. Washington's fatal rate is 1.14 per 100 million CVMT, Idaho was 1.62, and Oregon 3.17 per 100 million CVMT. Washington's rate is less than half the national rate of 2.4 per 100 million CVMT.



The Commercial Vehicle Division continues to experience extraordinary success in commercial vehicle safety. As evidenced above, the men and women of CVD are making Washington a safer place to live for our families and friends.

* * *

TRAFFIC INVESTIGATION DIVISION

On September 16, 2002, Captain Brian Ursino assumed command of the Traffic Investigation Division (TID). Brian is a twenty-three year Washington State Patrol veteran and has five years of experience as a captain. Brian previously commanded the Office of Field Force Support, the Criminal Records Division, and the Administrative Division. He has an MBA in Leadership and Management and is a graduate of the FBI National Academy.

The core mission of the Traffic Investigation Division is to conduct collision, general, auto theft, and fuel tax evasion investigations.

In the arena of *collision investigation*, TID conducts investigations of vehicular homicide, vehicular assault, felony hit-and-run, and serious and fatal collisions that involve passenger and commercial vehicles.

INVESTIGATIVE SERVICES BUREAU (CONTINUED)

The *General Investigations Unit* investigates crimes committed on the Capitol Campus, threats against elected officials, allegations of criminal misconduct against Department of Social and Health Services employees, and any other criminal allegation(s) for other agencies as requested. The division also provides investigative follow-up for felony crimes discovered by line troopers, allowing them to return to their traffic enforcement duties.

TID has recently reorganized its existing resources to become more effective in conducting auto theft investigations involving organized auto theft rings. Effective November 1, 2002, TID will have three dedicated *Auto Theft Units* located in Tacoma (covering all of southwestern Washington), Seattle (covering all of northwestern Washington) and Spokane (covering all of eastern Washington). As part of the auto theft program, TID also coordinates the Vehicle Identification Number (VIN) inspection program for salvage vehicles applying for Washington licenses.

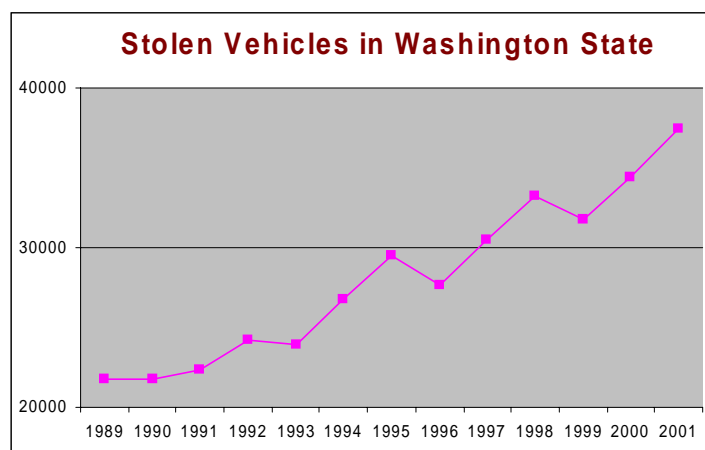
TID also has five detectives dedicated to the *Fuel Tax Evasion Unit* who conduct fuel tax evasion investigations statewide.

This quarterly report highlights the TID *Auto Theft Unit*.

PROGRAM DESCRIPTION

Auto theft is one of the most expensive crimes in the United States with an estimated annual cost of \$7 billion. The economic loss to Washington citizens exceeds \$256 million dollars annually¹. Washington State ranks third in the nation, with 596 vehicles stolen per 100,000 inhabitants.²

Washington State has five cities in the top 100 nationally for theft rates per 100,000 inhabitants, led by Tacoma at number 7, Seattle/Bellevue/Everett at number 9, Spokane at number 32, Yakima at number 54, and Vancouver/Portland at number 62.³



¹ Dollar loss based on FBI 2000 Uniform Crime Reports – Average value of \$6,682 per vehicle

² National Insurance Crime Bureau (NICB) 2001 Vehicle Theft Study

³ NICB 2001 Vehicle Theft Study

INVESTIGATIVE SERVICES BUREAU
(CONTINUED)

QUALITATIVE OR QUANTITATIVE MEASUREMENT

January through September 2002, TID auto theft detectives were responsible for the following activities:

Arrests	38
Vehicles Recovered	180
Major Component Parts	84
Investigations	290
Value of Vehicles Recovered	\$2,499,826 ⁴

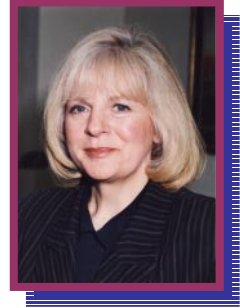
SIGNIFICANT ACCOMPLISHMENTS

TID is currently re-writing the Auto Theft Program Strategic Plan. In conjunction with the reorganization and development of data systems and technology, the outcome of this effort is expected to be the realization of drastic increases in stolen vehicle recoveries and arrests and a reversal of the upward auto theft trend in Washington State.

For more information or to provide information about auto theft, please contact Lieutenant Jeff DeVere of the Traffic Investigation Division at (360) 753-0315, ext. 146.

⁴ Major component parts were not reported as recovered using the recovery report. Therefore, the total vehicle recovery value reported is artificially low.

**Mary L. Corso
Bureau Director
Fire Protection Bureau**



The Office of the State Fire Marshal, Fire Protection Bureau, provides services to fire districts, government agencies, members of the media, and the general public. These services include fire investigations; fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high-risk occupancies housing elderly and vulnerable populations. In addition, the bureau regulates the fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.

PROGRAM DESCRIPTION

FIRE AND LIFE SAFETY INSPECTIONS

The Office of the State Fire Marshal initiated a special emphasis to ensure 100% of health care facilities inspected for fire and life safety are in code compliance within 120 days of the initial inspection. The goal of the emphasis is to educate administrators and owners in their responsibility of maintaining code-compliant facilities. This process included developing a self-assessment program within each facility so that the mitigation of fire and life safety hazards would occur as they arose, and providing continuous in-service training to facility staff. The Office of the State Fire Marshal will continue to monitor the program's effectiveness through annual inspections and is currently developing a self-inspection checklist and training program to aid in ensuring the highest level of fire and life safety is maintained in these facilities 365 days a year.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

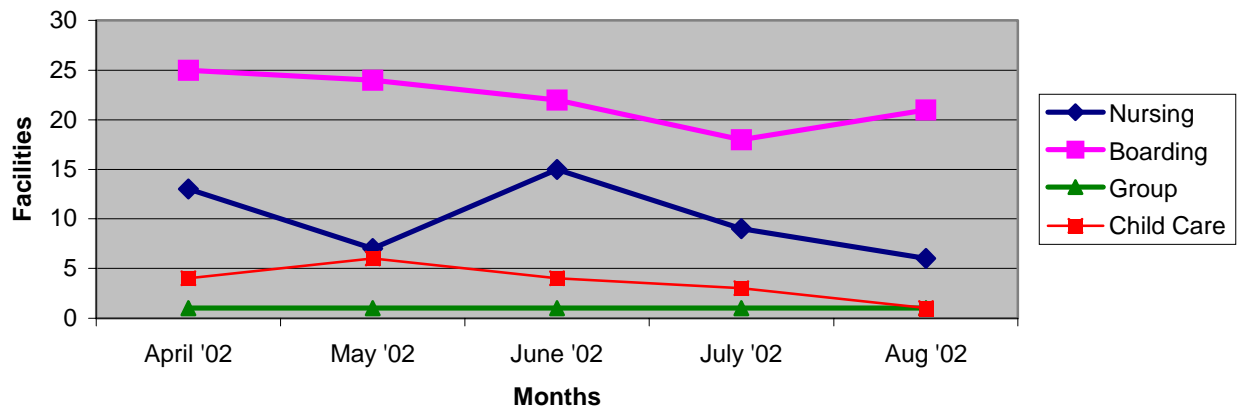
The results of the program have increased safety and fire code compliance within these high-risk occupancies. Facility administrators and staff are now fulfilling a proactive role in fire safety, rather than being reactive to annual fire and life safety inspections conducted by the Office of the State Fire Marshal. By ensuring that these facilities are maintained fire code-compliant, the residents are better safeguarded in their living environment.

SIGNIFICANT ACCOMPLISHMENTS

There has been an 88% reduction of non-code-compliant health care facilities over 120 days during the first seven-month period of the emphasis.

FIRE PROTECTION BUREAU
(CONTINUED)

Facilities Out of Compliance Over 120 Days



**Dr. Barry K. Logan
Bureau Director
Forensic Laboratory Services Bureau**



The Forensic Laboratory Services Bureau provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime scenes, preparing evidence for trial, and providing expert testimony. The bureau coordinates the efforts of the State's Breath Alcohol Test Program, Drug Evaluation and Classification (DEC) Program, six Crime Laboratories, the Latent Print Laboratory, and the State Toxicology Laboratory.

PROGRAM DESCRIPTION

The Crime Laboratory Division receives about 14,000 controlled substances cases each year. These cases require testing for a wide variety of drugs including heroin, cocaine, methamphetamine, marijuana, and many newer drugs like 4-methoxy tryptamine ("foxy methoxy"), ecstasy (MDMA), and gamma hydroxybutyrate (GHB). This testing is done in six labs around the state: Marysville, Seattle, Tacoma, Kelso, Kennewick, and Spokane. In addition to these cases, the chemists in the Crime Laboratory Division test evidence from arson cases, explosives, and assorted other unidentified chemicals. Some chemists also respond to sites of suspected "meth labs" and then analyze that evidence back in the lab.

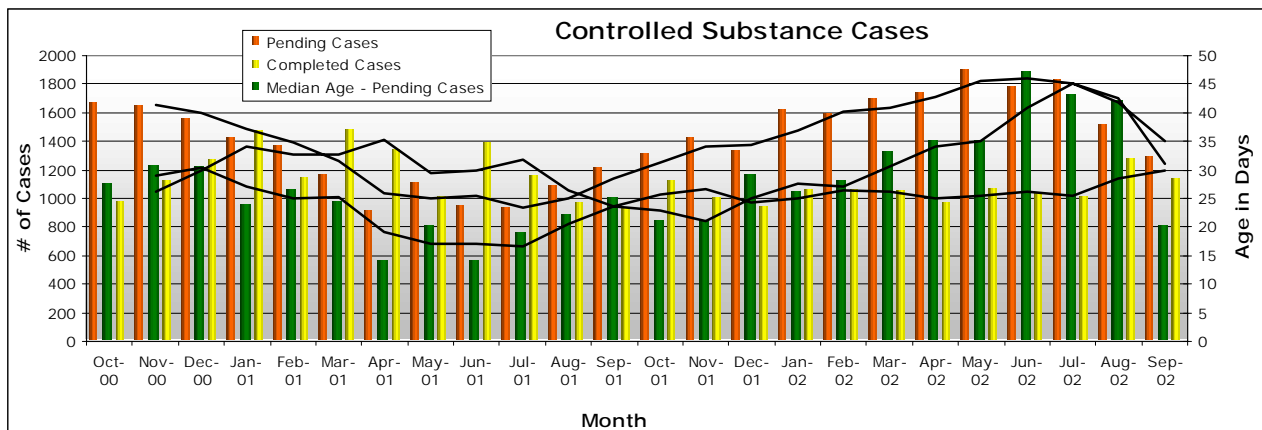
QUALITATIVE OR QUANTITATIVE MEASUREMENT

The activity of the scientists is tracked by monitoring the number of cases that are received and completed each month and the number of cases in the backlog, as well as the median turnaround time of these pending cases—that is, how long we have had the cases in-house, awaiting testing. The goal of the division was to have a median turnaround time of no more than 30 days.

Among the additional challenges facing the Chemistry Section is the large number of junior scientists who have been hired recently and are currently undergoing training. Of the 29 scientists currently assigned to drug testing, eight (27%) are still receiving training. The additional impact of this is that the training they receive is provided by our more experienced scientists, leaving them less time for casework.

SIGNIFICANT ACCOMPLISHMENT

For the above reason, the backlog of drug cases had been increasing over the last year (see chart), and the age of the pending cases had reached as high as 47 days.



FORENSIC LABORATORY SERVICES BUREAU

(CONTINUED)

Beginning in July, the scientists began to focus on reducing this backlog using a number of approaches. Agencies were contacted to identify whether cases they had submitted still needed testing, or whether the subject had pled guilty or had settled the case. The District and Superior Court records systems were also reviewed to identify other cases which no longer needed tested for one reason or another. Working additional hours, coordinating with client agencies, and using the available technology, the division scientists have managed to bring the backlog down to 20 days and have reduced the backlog to 1,290 cases, or about one month's worth.

During this time, the scientists managed to continue to respond to rush requests for cases going to trial on short notice, provide testimony in trial as needed, and continue training junior staff, as well as provide service in arson and meth lab casework.

This is a great example of how some extra effort, innovative approaches, and hard work have resulted in a real improvement in service to the criminal justice community. We are very proud of everybody's contribution to this success story.